

# MANUAL TRANSMITTAL

**Arkansas Department of Health and Human Services**  
Division of Children and Family Services

**{ } Policy   { } Form   {X} Policy Directive   Issuance Number: FSPP 2007-03**

**Service Programs Policy Manual**

**Issuance Date: April 17, 2007**

**From: Pat Page, DCFS Director**

**Expiration Date – Until Superseded**

**Subj.: Executive Directive: Using Interpreter Services during a Child Maltreatment Investigation**

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This Executive Directive provides instructions to DCFS staff concerning the mandatory use of an interpreter during an interview when the person being or to be interviewed can not clearly communicate in English.

At any point during a child maltreatment investigation, if it is determined that the person being or to be interviewed can not clearly and effectively communicate in English, the DCFS Family Service Worker (FSW) will arrange for an interpreter before continuing or beginning the interview. The interpreter must be trained and appropriately certified to translate the specific language needed.

At times, the FSW may not be able to adequately determine whether or not the person being or to be interviewed can clearly and effectively communicate in English. In that circumstance, the interview will not be conducted until such a determination can be made and/or interpreter services are obtained.

If the delay in securing an interpreter will create a situation in which the victim child's health and/or safety may be put at imminent risk, the child will be placed in 72-hour protective DHHS/DCFS custody. The interview will not be conducted until an appropriate interpreter can be obtained.

Child maltreatment interviews conducted by a Crimes Against Children Division (CACD) investigator will follow the same guidelines established above.

**THIS EXECUTIVE DIRECTIVE IS EFFECTIVE IMMEDIATELY**

**Submit inquiries to: DCFS Policy Unit, phone (501) 682-8750**

**Or email at [dhhs.dcf.policy.unit@arkansas.gov](mailto:dhhs.dcf.policy.unit@arkansas.gov)**